

ARIZONA STATE VETERINARY MEDICAL EXAMINING BOARD

1740 W. ADAMS ST., SUITE 4600, PHOENIX, ARIZONA 85007

PHONE (602) 364-1PET (1738) FAX (602) 364-1039

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Received
Feb 11, 2020 R

COMPLAINT INVESTIGATION FORM

If there is an issue with more than one veterinarian please file a
separate Complaint Investigation Form for each veterinarian

PLEASE PRINT OR TYPE

FOR OFFICE USE ONLY

Date Received: FEB 11, 2020

Case Number: 20-71

A. THIS COMPLAINT IS FILED AGAINST THE FOLLOWING:

Name of Veterinarian/CVT: DR MATHEW HILLEBRAND

Premise Name: DREAMING SUMMIT ANIMAL HOSPITAL

Premise Address: 5115 N WIGWAM CREEK BLVD

City: LITCHFIELD PARK State: AZ Zip Code: 85340

Telephone: 6239351555

B. INFORMATION REGARDING THE INDIVIDUAL FILING COMPLAINT*:

Name: CHRIS OLIVA

Address: [REDACTED]

City: [REDACTED] State: [REDACTED] Zip Code: [REDACTED]

Home Telephone: [REDACTED] Cell Telephone: [REDACTED]

*STATE LAW REQUIRES WE HAVE TO DISCLOSE YOUR NAME UNLESS WE CAN SHOW THAT DISCLOSURE WILL RESULT IN SUBSTANTIAL HARM TO YOU, SOMEONE ELSE OR THE PUBLIC PER A.R.S. § 41-1010. IF YOU HAVE REASON TO BELIEVE THAT SUBSTANTIAL HARM WILL RESULT IN DISCLOSURE OF YOUR NAME PLEASE PROVIDE COPIES OF RESTRAINING ORDERS OR OTHER DOCUMENTATION.

C. PATIENT INFORMATION (1):

Name: DIAMOND OLIVA

Breed/Species: ROTTWEILER

Age: 2 Sex: FEMALE Color: BRONZE AND BLACK

PATIENT INFORMATION (2):

Name: _____

Breed/Species: _____

Age: _____ Sex: _____ Color: _____

D. VETERINARIANS WHO HAVE PROVIDED CARE TO THIS PET FOR THIS ISSUE:

Please provide the name, address and phone number for each veterinarian.

DR MATHEW HILLEBRAND
5115 N WIGWAM CREEK BLVD
LITCHFIELD PARK, AZ 85340
623- 935-1555

E. WITNESS INFORMATION:

Please provide the name, address and phone number of each witness that has direct knowledge regarding this case.

MANAGER - DR HILLEBRAND WIFE KRISTIE HILLEBRAND SHE BRANG ME A BLUE OBSORBING PAD ALONG WITH PAPER TOWELS TO WHIPE UP THE AMOUNT OF BLOOD THAT WAS DRAINING CONSTANTLEY FROM DIAMONDS BACK.


AMY BROWN- SHE WAS THE INITAIL ONE THAT SEEN DIAMOND AND TOOK HER TO THE BACK FOR THE ABSCESS LANCE PROCEDURE.

KAREN GEIBEL- SHE WAS ALONG WITH 2 OTHER FRONT OFFICE ASSISTANCE SEEN WHAT WAS GOING ON, THE DIFFERENCE IS SHE BRANG ME PAPER TOWELS ALSO AND A HUGE YELLOW MOP BUCKET AND MOP TO MOP ALL THE BLOOD THAT WAS DRAINING FROM DIAMONDS BACKSIDE.

EMMELY NAVARETE- SHE WAS THE ONE THAT BRANG DIAMOND TO ME WITH THE INFORMATION AFTER THE ABSCESS LANCE PROCEDURE. SHE ALSO WAS TRYING TO HELP STOP THE BLEEDING

Attestation of Person Requesting Investigation

By signing this form, I declare that the information contained herein is true and accurate to the best of my knowledge. Further, I authorize the release of any and all medical records or information necessary to complete the investigation of this case.

Signature: 

Date: 2-10-20

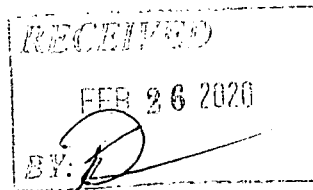
F. ALLEGATIONS and/or CONCERNS:

Please provide all information that you feel is relevant to the complaint. This portion must be either typewritten or clearly printed in ink.

FEB 6, 2020- I TOOK MY 2 YR OLD ROTTWEILER TO DREAMING SUMMIT HOSPITAL. I HAVE TAKEN MY DOG TO THIS HOSPITAL IN THE PAST AND HAD NO ISSUES. IN THE PAST I HAVE ONLY TAKEN MY DOGS FOR CHECK UPS AND SHOTS NOTHING MAJOR AS THIS. SO ON ARRIVAL THE DR LOOKED AT THE BUMP ON MY DOGS TO BACKSIDE. HE THAN SAID HE WAS GOING TO PERFORM WHAT IS CALLED A ABSCESS LANCE/ DRAIN TO SEE WHAT WAS GOING ON. I REPLIED "YEA SURE NO PROBLEM". AMY BROWN AT THIS TIME TOOK DIAMOND TO THE BACK. HE THAN SENT ME AND MY SON TO THE MAIN WAITING AREA WITH OTHERS. AFTER A HOUR MAYBE, MY DOG APPEARED ESCORTED BY EMMELY, SHE HANDED MY DOG TO ME, THAN PROCEDDED TO LET ME KNOW THAT THE DR CUT THE BUMP OPEN AND SAID IT WAS A SABASHIS SIST, THAT FOR HIM TO KNOW MORE ABOUT THIS I NEED TO GET LABS FOR HER KIDNEYS AND OTHER VITAL ORGANS BECAUSE SHE WILL BE PUT TO SLEEP. GAVE ME A QUOTE ON THE COST OF THE LABS. I CONTINUED TO ASK EMMELY WHY IS SHE BLEEDING SO MUCH, SHE REPLIED THATS NORMAL IT WILL STOP. ALSO THE DR ADDED TWO STITCHES TO STOP THE INSICION TO STOP THE BLEEDING, I SAID WHY DIDNT HE STITCH HER UP COMPLETELY, "SHE SAID THE DR SAID IT NEEDS TO DRAIN", I THAN SAID THATS ALOT OF BLOOD. AT THIS TIME KRISTI THE MANAGER CAME OUT TO BRING ME PAPER TOWELS AND PAD THEY USE FOR SURGERY TO ABSORB THE AMOUNT OF BLOOD COMING FROM HER BACK. AT THIS TIME KAREN GEIBEL CAME FROM BEHIND THE COUNTER TO WHIPE UP THE BLOOD THAN SHE WENT TO THE BACK AND GRABBED AN COMMERCIAL SIZE YELLOW MOP AND ROLLING MOP BUCKET. DIAMOND WAS BLEEDING SO MUCH AND WE ALL WERE TRYING TO CLEAN THE BLOOD I TOLD MY SON TAKE DIAMOND OUTSIDE SO SHE DOESNT BLEED ALL OVER THE PLACE. WE LEFT NOT KNOWING WHAT TO EXCEPCT BUT TO ONLY TAKE THE HOSPITAL AND DR WORDS, THAT WAS PASSED ON THROUGH EMMELY. SO WE LEFT, THERE WAS A LARGE AMOUNT OF BLOOD COMING FROM HER. MY SON HAD TO APPLY TOWELS AND PADS TO STOP THE BLEEDING. WE GOT HOME TOOK DIAMOND TO THE BACK YARD AND AGAIN STILL TRYED TO STOP THE BLOOD. MORE RAGS AND RAGS. THE BLOOD SLOWED DOWN BUT NEVER STOPPED. WE WATCHED DIAMOND AS MUCH AS WE COULD AND FEEL ASLEEP. WE WOKE UP TO BLOOD MARKS ALL OVER MY BACK YARD. IF I DIDNT KNOW BETTER I WOULD OF THOUGHT A SMALL DOG WAD MASSACRED. I IMMEDITIALLY LOOKED FOR MY DOG AND HER COAT (HAIR) WAS SO STAINED WITH THE AMOUNT OF BLOOD THAT HAD CONTINUED TO DRAIN ALL NIGHT LONG. I CALLED DREMMING SUMMIT TO LET THEM KNOW, I WAS SO HURT AND UPSET THAT A DR WOULD ALLOW A PATIENT TO LEAVE HIS ESTABLISMENT STILL BLEEDING, AND TO WAKE UP AN KNOW THE BLEEDING DIDNT STOP. (NOT GOOD) I PICKED MY DOG UP TOOK HER BACK TO DREAMMING SUMMIT AND LET THE FRONT DESK KNOW WHAT WAS GOING ON AS I DID ON THE PHONE. AT THIS TIME EMMELY COMES FROM THE BACK AND WE GO INTO THE LITTLE WAITING ROOM, THE DR COMES IN AND IMMEDITILEY COME STRAIGHT UP TO ME, (KIND OF IN A WAY WHERE HES OVER ME LOOKING DOWN) AT THIS POINT I STAND AND WE START GOING BACK AND FORTH OF WHY THIS HAPPENED. I ASKED WHY DIDNT YOU COME OUT TALK TO ME AND LET ME KNOW THE STATUS AND WHAT WE NEEDED TO DO? WHY DID YOU LET A PATIENT DRIPPING OUT THE AMOUNT OF BLOOD SHE WAS LEAVE YOUR HOSPITAL? WHY WASNT SOMETHING DONE TO STOP THE BLEEDING? HE THAN ASKED DID YOU "GIVE HER ANY THING" AND AS FAST AS WE WERER GOING HE SAID ASPRINE I QUICKLY, NOT THINKING SAID YES ASPRIN, THAN I CORRECTED THAT WITHIN A SECOND AN SAID ANTIBIOTICS, HE SAID WHICH ONES I SHOWED HIM THE ONES THAT WERE ON HIS SCREEN. I DECLINED THE COST OF HIS MEDS BECAUSE I HAD THOSE MEDS FROM MY OTHER DOG NEEDING THEM. AT THIS POINT HE SAYS "WHEN I PERFORMED THE ABSCESS LANCE, YOUR DOG WAS NOT BLEEDING...." I WITH A STERN VOICE SAID WHAT!!!!!! ARE YOU OUT OF YOUR MIND, DIAMOND WAS BLEEDING EVERYWHERE, YOUR ASSISTANTS THEY HAD TO CLEAN IT UP. I SAID HOW CAN YOU STAND THERE AN LIE LIKE THAT, I SAID LOOK WHAT YOU DID WAS UNPROFESSIONAL AND INHUMANE, NO BLEEDING BAG NO CLEAN UP JUST HERES YOUR DOG,,, I SAID WOWOWOWOWO I THAN LOOKED TOWARDS EMMELY AND SAID PLEASE TELL THIS DR SO HE CAN STOP LIEING TO ME AND HIS SELF WAS THE DOG BLEEDING AS I DISCRIBED. "(EMMELY THAN LOOKS AT ME AN THE DR AND SAYS YES THE DOG WAS BLEEDING ALOT" SAID THANK YOU!!! NOW DO YOU WANT TO CHANGE YOUR STORY. SO AT THIS POINT HE IS EMBARRESED OR HUMILIATED AND GETS IN MY FACE, SAY'S DO YOU WANT TO GET THIS DONE OR NOT I SAID YES, I BELIEVE YOU SHOULD FIX YOUR MISTAKE. HE GOES ROUND AND ROUND WITH ME AGAIN, JUST MAN CAN YOU JUST FIX HER. SO HE GETS THE BILL TAKES IT TO THE FRONT AND SAYS THIS GENTLEMEN WOULD LIKE TO PAY THIS IN FULL BEFORE WE START. (I HAVE THE FULL AUDIO RECORDING OF ALL THIS ALSO). I SAID NONO THIS GENTLEMEN DOES NOT WANT TO PAY FOR SERVICES YOU HAVE NOT PROVIDED, I SAID YESTERDAY I CAME IN YOU PERFORMED ABSCESS LANCE AND I DIDNT PAY TILL AFTER. NOW ALL OF A SUDDEN YOU CHANDED YOUR PROTOCOL, I BELIEVE SINCE I AM A 40 YR OLD HISPANIC WITH A FEW TATTOOES I WAS RACIAL PROFILED. SO I SAID THE HELL WITH THIS PLACE LOUD AND SAID IM TAKING MY DOG SOMEWHERE ELSE. I TOOK HER TO THE COMPLETE PET ANIMAL HOSPITAL AND THERE MY DOG WAS WELL TREATED BUT SINCE DR HILLEBRAND PERFORMED THE ABSCESS LANCE WRONG MY DOG IS STILL BLEEDING OUT DR HANCOCK HAS STOPPED THE BLEEDING BUT IS STILL PERFORMING TEST FROM WHAT I

F) Continued

My dog is still bleeding out. From what I have read and what was told to me the Dr. Should of poked the bump with A needle and with that needle remove fluid And test the fluid. Test are still being ran on diamond. Because of the inhuman practice I have now paid 822.⁰⁰ and what I paid Dreaming Summit. I believe for what to place they should reimburse me my cost. 822.⁰⁰ And the 122.⁰⁰. I will be suing this office for Cost Damages.



Dreaming Summit Animal Hospital
5115 N. Wigwam Creek Blvd.
Litchfield Park, AZ 85340
Phone: (623) 935-1555
Fax: (623) 935-3869
Email: dreamingsummitah@yahoo.com
Website: dreamingsummitah.com

February 24, 2020

To Arizona State Board of Medical Examiners.

This letter is in response to case number 20-71, Diamond Oliva. My name is Dr. Matthew Hillebrand and I am formally in writing responding to his complaint. _____

Diamond Oliva presented on February 6, 2020 with a swelling on her tail head for several months duration. I remember this case very well, as the dog was very nice, but the owner, Mr. Oliva had presented with a poor attitude. His demeanor was bad; he had a chip on his shoulder the moment I walked in the room. This observation can be confirmed by my co-workers. His poor attitude became more apparent after I asked him for his vaccine records. He seemed arrogant, and upset that I would even question this. Of course Diamond was up to date on her vaccines, but he conveniently left the records at home. I noted his bad attitude, but he was not rude or threatening at this time.

I informed Mr. Oliva that I wanted to lance/drain the swelling on her tail head, for it felt more flocculent than solid on physical exam. A treatment plan was presented and signed for. The mass was lanced and I determined the mass was a cyst. The mass had typical cyst material present with blood. The dog did bleed (which I felt was normal after a lancing) however the bleeding did continue for a few minutes post lancing. I didn't want to send home a dog with blood coming from the tail head so I did place sutures in the incision to stop the bleeding. Mr. Oliva was informed of the situation by my nursing staff, and he was also informed that there would be continued drainage from the cyst. He was informed that in order for the cyst to completely go away, it would need to be surgically removed. A written treatment plan was provided to Mr. Oliva for surgical removal of the cyst. It was verbally declined at that time.

In the medical record on February 6th at 5:12pm: Mr. Oliva was getting loud in the lobby so I went out to see if I could help him. He was yelling at my nurse stating Diamond is bleeding. I asked him if he would like to speak with the doctor again and possibly run some tests to see what is going on. He said no, I'm not paying for anything else. I said ok. I talked to him about the bleeding and told him to call us if it didn't stop. I also told him about Blue Pearl for over night emergencies. KH

The following day while I was out of the office for lunch, Mr. Oliva came back. Prior to my arrival while Mr. Oliva was in our hospital, my office manager Kristi heard him yelling at my staff and called the police. She felt threatened by Mr. Oliva. I returned to the office, and I was informed that Mr. Oliva was in the exam room. I was also informed that he was very angry, very upset. I stepped into the exam room and spoke with him in person. He had reported to me that his dog had bled all night long, and he accused me of being incompetent, and demanded I fix his dog. His actions were threatening, and he was very belligerent to my staff. I tried to explain to Mr. Oliva that given the fact that his dog bled excessively after a minor surgical procedure told me that his dog most likely had an underlying bleeding issue. The first thing I asked him was did he give his dog aspirin. He said yes. I told him that's why his dog is bleeding. Once he realized

he was at fault for making his dog bleed, and not me, he quickly changed his story. He said no, he didn't give aspirin; he actually gave his dog antibiotics. I asked him which kind, what dose, and how often. He showed me a picture on his phone of the treatment plan form the day before (he declined the recommended antibiotics) and pointed to the clavamox. Then I explained to him that if he didn't give aspirin, then there is some other underlying reason for the bleeding. The dog might be a hemophiliac. She may have a disease called tick fever. She may have consumed rat poison. There are a lot of potential reasons for a dog to bleed. At this point he became very threatening, stood very close to my face, and demanded that I fix his dog. So I said I would be happy to find the underlying cause of the bleeding disorder. I printed a treatment plan for additional diagnostics. He refused to sign it. At that point I walked Mr. Oliva up front to the reception desk. I asked him to pay for the lab tests, and I would be happy to go forward with diagnosing Diamond so we could treat her appropriately. While at the reception desk he refused to pay for services. He cursed at me, made rude comments to my receptionists, and that's when I told him to leave. Fortunately, he did leave without further violence. In a day and age where mass shootings are an unfortunate reality, this situation was actually very frightening. I honestly was not sure what he was capable of doing.

The police arrived shortly thereafter. We showed them the videos (of his interactions in the exam room, and in the lobby). The officer informed me that I could have him arrested for disorderly conduct. In other words, the police confirmed he was that threatening and belligerent. I declined to have him arrested. I felt like that would encourage some sort of retaliation. I did ask the police officers to make contact with him and let him know his behavior was unacceptable. I also wanted to document a police report. I can make that report available to you if you wish.

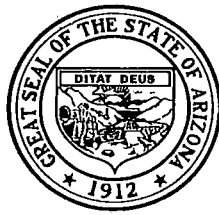
Mr. Oliva was out of control. He came in on February 6th with a bad attitude to start. He came back on the 7th with a worse attitude. I feel he lied to me about the vaccine status. In person he told me he purchased antibiotics on his own because they were cheaper. In his own written statement he said that he had antibiotics left over from his other dog. He certainly lied in that instance. He probably lied to me about giving aspirin to Diamond. Afterwards, he called my hospital and harassed my receptionists, and has on numerous occasions threatened legal action against me. I treated his dog to the best of my ability, and to the level that Mr. Oliva would allow. I had no idea his dog was a bleeder. How could I. During his threatening interaction I kept my composure while trying to keep my staff safe, and ultimately my staff called the police. In all my years of practice, this is the first time the police had to be called out to intervene with a client. I think this alone speaks volumes about the type of person I had to deal with.

In conclusion, when Diamond left my care on February 6th, to the best of my knowledge the dog was no longer bleeding. I sutured the incision; it was not bleeding after I sutured it. It was not bleeding when I discharged Diamond. No one else, my nurses, my receptionists, or Mr. Oliva had informed me that the dog started bleeding in the lobby. Mr. Oliva had two opportunities to address his concerns about bleeding. The first was while he was still here in the lobby on the evening of February 6th. Kristi asked him if he wanted to speak again with a doctor (me), and possibly have diagnostics performed. He DECLINED that opportunity. The second opportunity was midday on February 7th. When I was made aware that his dog had a bleeding issue, he again DECLINED additional diagnostics so I could treat his dog appropriately. I look forward to your response.

Regards,

A handwritten signature in black ink that reads "M. Hillebrand, DVM". The signature is written in a cursive, flowing style.

Matthew Hillebrand, DVM



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INVESTIGATIVE COMMITTEE REPORT

TO: Arizona State Veterinary Medical Examining Board

FROM: AM Investigative Committee: Robert Kritsberg, DVM - Chair
Christina Tran, DVM
Carolyn Ratajack
Jarrod Butler, DVM
Steven Seiler

STAFF PRESENT: Tracy A. Riendeau, CVT – Investigations
Marc Harris – Assistant Attorney General

RE: Case: 20-71
Complainant(s): Chris Oliva
Respondent(s): Matthew Hillebrand, DVM (License: 3334)

SUMMARY:

Complaint Received at Board Office: 2/11/20
Committee Discussion: 7/7/20
Board IIR: 8/19/20

APPLICABLE STATUTES AND RULES:

Laws as Amended August 2018
(Lime Green); Rules as Revised September
2013 (Yellow).

On February 6, 2020, "Diamond," a 2-year-old female Rottweiler was presented to Respondent to have a mass on the back evaluated. Respondent recommended lancing the mass; Complainant approved. After lancing the mass, Respondent suspected it was a sebaceous cyst and flushed it with chlorhexadine. The area continued to bleed therefore Respondent placed two sutures to close the incision. The dog was discharged with recommendations to surgically remove the cyst.

According to Complainant, the dog continued to bleed from the incision site prior to leaving Respondent's premises. The area bled throughout the night; therefore Complainant returned the dog to Respondent for evaluation the following day. A verbal confrontation ensued and Complainant left the premises with the dog.

Later that day, the dog was presented to The Complete Pet Animal Hospital for care. The dog was treated, blood was collected for testing, and the dog was discharged once the bleeding was stopped.

The mass continued to bleed on several occasions, requiring additional treatment. A bleeding disorder was not identified and it was recommended the mass be removed by a board certified surgeon.

6. Respondent stated that he was at lunch when Complainant arrived; Ms. Hillebrand heard Complainant yelling at staff therefore she called the police as she felt threatened. Complainant was escorted to an exam room and when Respondent returned, he went in to speak with Complainant. Complainant advised that the dog continued to bleed all night, and had been bleeding prior to leaving the premises the previous day. He demanded Respondent fix the dog. Respondent asked if Complainant gave the dog aspirin; initially Complainant said yes, then corrected himself and said antibiotics. Complainant explained that he declined the antibiotics offered by Respondent and obtained the same medication from a breeder to give the dog. Respondent stated that if aspirin was not given to the dog, then there is an underlying reason for the bleeding – there were many reasons why the dog continued to bleed.

7. According to Respondent, Complainant became threatening and demanded he fix the dog. Respondent said he recommended additional diagnostics and prepared a treatment sheet; Complainant refused to sign it. Respondent asked him to pay for the tests so they could move forward and treat the dog appropriately. Complainant began to curse and make rude comments. Respondent asked him to leave, which he did.

8. Complainant felt Respondent was argumentative and threatening; Respondent said the dog was not bleeding when they left the premises. A verbal altercation occurred and Complainant decided to take the dog elsewhere for care.

9. Later that day, February 7, 2020, the dog was presented to Dr. Buczek at The Complete Pet Animal Hospital as a walk-in emergency. The dog was actively dripping significant blood from a mass on her lower back that was approximately golf ball sized. Complainant advised Dr. Buczek of the dog's history and showed her pictures of the blood stains on the back patio. After evaluation, Dr. Buczek and staff applied pressure to the bleeding area. Hemablock was applied to the area and a towel wrapped cold pack was also applied with pressure to the area; the bleeding subsided.

10. Since Dr. Buczek had not received the dog's medical records after requesting them when Complainant arrived, she called Respondent to discuss the case. It was not clear if the mass was an aspirate or a biopsy and if there was a pending histopathology. Ms. Hillebrand advised Dr. Buczek that Respondent would not come to the phone. Dr. Buczek explained that the dog was still bleeding and Complainant was irate – she was only trying to understand what had occurred and any relevant information. Dr. Buczek was again advised that Respondent would not be coming to the phone but they should be receiving the medical records shortly.

11. When Dr. Buczek went back to speak with Complainant, she noted he was outside speaking with a police officer. When Complainant came back inside, she discussed the excessive bleeding – asked if the dog had ticks, taken over the counter pain medication, had bleeding issues in the past, or gotten into chemicals, poisons, etc. Complainant stated that he had been only giving Clavamox that was recommended by Respondent that he had gotten from a breeder.

12. Complainant authorized diagnostics to determine if the dog had a clotting issue. The dog was discharged with a Velcro pressure wrap and doxycycline. The clotting tests were normal/adequate. Complainant had asked why these tests were not performed prior to lancing

the mass; Dr. Buczek explained that it was not common to see this amount of bleeding with an aspirate therefore it would not be typical to run these tests unless there was excessive bleeding afterwards. She suspected a bleeding disorder or that the mass could be cancerous.

13. The dog experienced bleeding over the next several days on more than one occasion. The area was cauterized, hemoblock was applied as well as pressure and cold packs. The bleeding would do well for hours then bleed. Dr. Buczek added aminocaproic acid orally and yunnan bao. There was no further bleeding except for a few drops.

14. Based on the test results, Dr. Buczek recommended having the mass removed with a board certified surgeon, assuming it was cancer until proven otherwise with histopathology.

COMMITTEE DISCUSSION:

The Committee expressed concerns that the dog was discharged from the premises while actively bleeding. The Committee did not feel Respondent showed the animal and Complainant considerate treatment for allowing the dog to leave in that condition. Additionally, Respondent did not provide Complainant with verbal or written discharge instructions detailing care of the animal after leaving the premises.

COMMITTEE'S PROPOSED CONCLUSIONS of LAW:

The Committee concluded that possible violations of the *Veterinary Practice Act* occurred.

COMMITTEE'S RECOMMENDED DISPOSITION:

Motion: It was moved and seconded the Board find:

ARS § 32-2232 (12) as it relates to AAC R3-11-501 (1) for failure to provide considerate treatment by releasing an animal to the pet owner that was actively bleeding.

ARS § 32-2232 (18) as it relates to AAC R3-11-502 (E) for failing to ensure the pet owner was provided instructions detailing care of the animal after discharge.

Vote: The motion was approved with a vote of 5 to 0.

The information contained in this report was obtained from the case file, which includes the complaint, the respondent's response, any consulting veterinarian or witness input, and any other sources used to gather information for the investigation.

Tracy A. Riendeau, CVT
Investigative Division

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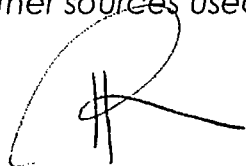
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Tracy A. Riendeau, CVT
Investigative Division

DOUGLAS A. DUCEY
GOVERNOR



VICTORIA WHITMORE
EXECUTIVE DIRECTOR

ARIZONA STATE VETERINARY MEDICAL EXAMINING BOARD

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IN ACCORDANCE WITH A.R.S. § 32-2237(D): "IF THE BOARD REJECTS ANY RECOMMENDATION CONTAINED IN A REPORT OF THE INVESTIGATIVE COMMITTEE, IT SHALL DOCUMENT THE REASONS FOR ITS DECISION IN WRITING."

At the August 19, 2020 meeting of the Arizona State Veterinary Medical Examining Board, the Board considered the recommendations of the Investigative Committee in regards to case number 20-71 In Re: Matthew Hillebrand, DVM.

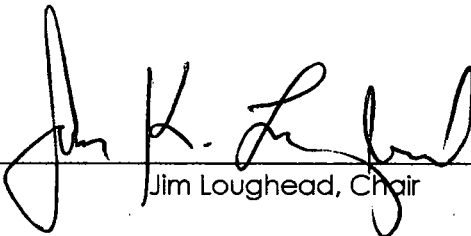
The Board considered the Investigative Committee's Findings of Fact and Conclusions of Law:

1. ARS § 32-2232 (12) as it relates to AAC R3-11-501 (1) for failure to provide considerate treatment by releasing an animal to the pet owner that was actively bleeding.
2. ARS § 32-2232 (18) as it relates to AAC R3-11-502 (E) for failing to ensure the pet owner was provided instructions detailing care of the animal after discharge.

Following discussion, the Board concluded that Dr. Hillebrand discharged with animal with discharge instructions and determined that the care and treatment of the dog was appropriate.

Respectfully submitted this 16TH day of September, 2020.

Arizona State Veterinary Medical Examining Board



Jim Loughhead, Chair